

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones

Confirmation No.: 1039

Application No.: 09/477,991

Group No.: 2457

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB  
CALL CENTER

**Mail Stop: RCE  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450**

**REQUEST FOR CONTINUED EXAMINATION**

In response to the Advisory action, dated March 30, 2010 (hereinafter "Advisory action"), and the final Office action dated January 21, 2010 (hereinafter "final Office action"), please enter the present amendment and consider the following remarks. A Request for Continued Examination (RCE) under 37 C.F.R. § 1.114(a), along with the applicable fee under 37 C.F.R. § 1.17(e), is submitted herewith.